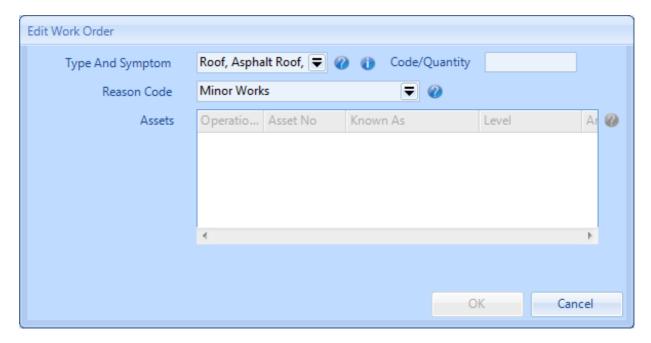
Edit Work Order

₩ed, Jan 17, 2024 Agent Actions - Reactive, Quote, PPM, Audit

This gives the User the option to amend the original Work Order criteria, ranging from Caller Type and Asset association through to assigning a Capital Budget Code. The items which can be changed will depend what status the Work Order is at.

- 1. From the Agent Actions menu select "Edit Work Order".
- 2. Click on any of the fields that require editing and once completed click "OK". Clicking "Cancel" will exit without making any changes to the Work Order.



3. Any changes made will be reflected in the events log on the Work Order.

Event	>>
Outcome	Date
Agent - Location Changed	15/02/2013
Agent - Caller Changed	15/02/2013
Agent - Accepted - No ETA	14/02/2013
Agent - Assigned by Email	24/01/2013
Agent - Resource Allocated	24/01/2013
Agent - Work Order Created	24/01/2013

Change - Location
Agent - Location Chan
15/02/2013 15:56
Donna.Louise
Ground Floor, Sales Flo
Ground Floor, Sales Flo

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=293